

Manmeet Singh

Career Summary

Enthusiastic and dedicated professional eager to **pivot** into the exciting and transformative fields of **cloud computing and DevOps**. With a combination of my industry experience and transferable skills, I am determined to channel my passion for technology and problem-solving into a rewarding **cloud-focused career**.

Projects

Professional

1. Successfully deployed and ported Cisco IP telephony infrastructure on multiple dealerships (both existing and new) nationally whilst working with Eagers Automotive.
Technology and platform used:
 - Cisco Unified Communications Manager (CUCM) → For phone (IP phones and Jabber) and numbers configuration.
 - Cisco Unified Unity Connection (CUC) → For caller input based Interactive Voice Response configuration.
 - Cisco Unified Border Element (CUBE) → Used for configuring call flows to and from external destinations and sources respectively.
2. As part of a bigger project team to replace existing Cisco network infrastructure with Aruba, I am tasked with configuring and deploying Aruba network switch and access points.
Technology and platform used:
 - HPE Green Lake Aruba Central.
 - Aruba 2930F Switch.
 - Access Point AP-515.
3. On going project to migrate existing phone numbers ranges from Telstra onto Netsip (Managed by Aussie Broadband). This requires configuration to enable CUBE router to accept/send calls from/to the new provider.

Personal

1. Tech Portfolio Website – <https://www.singhincloud.net>

Cloud-based Portfolio

- HTML, CSS, and Image hosted on EC2.
- The platform is built on Amazon Linux OS.
- Webpage served via Apache HTTP webserver which is installed on the Linux OS.
- Route53 → DNS for serving user requests to the website. Contains hosted zone and Records.
- Application Load Balancer → Internet-facing LB to route traffic evenly between two EC2 instances.
- ACM → To provision SSL certificate.
- Design Narrative: Tech Portfolio on medium.com.

2. AWS Resource Tracker Using Shell Scripting

Use automation to run daily jobs.

- Created a script using **Bash Scripting** on Amazon Linux AMI.

- My objective is to list resources and resource health using **AWS CLI commands**.
- Automate the running of the script by setting up **Cron Job**.
- Design Narrative on **medium.com**.

3. CI/CD Pipeline for Cloud Resume Using AWS CodePipeline and GitHub – <https://tech-stuff.online>

Implement DevOps practice using tools to push changes to resume faster and in automated way.

- Domain from GoDaddy which is a domain registrar.
- Created DNS records on Route53.
- CloudFront for secure and fast content delivery, S3 set as origin.
- S3 with static website hosting enabled.
- GitHub Repository (<https://github.com/manmeet1515/ResumeWebsite>) which has website files.
- CodePipeline Continuous Delivery service which has GitHub as source and deploys to the S3 bucket.
- Design Narrative on **medium.com**.

4. AWS Three-tier Architecture

Deployed and hosted a highly available design:

- Route 53 → Contains Hosted zone and DNS records.
- VPC, Load balancer, Auto Scaling Group and Amazon EC2 for hosting webpage and handling traffic.
- RDS instance to serve database requirements.
- Design Narrative on **medium.com**.

Work Experience

Network Administrator

Eagers Automotive

November 2020 – Present

- In this role, I am part of both projects and support team. My main work responsibilities are summarized below:
 - Planning, configuring, and deploying Cisco IP telephony infrastructure across the dealerships nationally. Servers I work on daily: CUC, CUCM, UCCX and CUBE router.
 - Configuring and deploying Cisco and Aruba network devices, mainly switches (2930F model) and access points (AP-515), to enable staff to work on both wired and wireless network seamlessly.
 - As part of BAU:
 - I support Ip telephony issues nationally, mainly in WA, Victoria, and NSW.
 - I troubleshoot basic network issues related to existing network infrastructure which includes Legacy Cisco deployments (LAN switching issues which includes and not limited to CDP, LLDP, VLAN configuration, Spanning-tree protocol) and new Aruba deployments, both wired and wireless issues.
 - Liaising with SDWAN service provider.
 - Managing policies, objects, and networks on Cisco Firewall.

Network Engineer

Datacom

February 2020-August 2020

In this role:

- I assisted in daily BAU tasks such as Incident management, keeping the customer informed of carrier outages, monitoring devices through monitoring tools (PRTG) and troubleshooting basic network issues.
- Worked majorly on support issues related to Cisco LAN switching viz. confirming the VLAN configuration on ports, configuring port-security, CDP, LLDP etc.

- I was responsible for Number porting on Oracle Acme packet SBC.

Network Voice Engineer

Automotive Holdings Group

Sept 2019-Nov 2019

In this short, 2-month contract role:

- I was responsible for BAU tasks on the Cisco Voice platform which included configuring new call flows, IVRs and routes on CUBE router.
- Platforms worked on: CUCM, CUC, UCCX.

Incident Management Senior Specialist

Orange Business Services, Delhi, India

May 2014 - August 2019

I worked on three different positions during my tenure with Orange:

- Oct 2016- Aug 2019: Incident Management Senior specialist
Central Support Role supporting about **100 customers**. Worked as Level 2 Unified Collaboration Engineer providing technical support to voice related issues. Mainly worked on these platforms: CUCM, CUC, UCCX, UCCE and calling endpoints.
- Oct 2015 – Sep 2016: Senior specialist (Level 1)
Project: BHPB
 1. As a senior specialist, I was the first point of escalation.
 2. Kept BHPB stakeholders updated on the progress of the ongoing issues through daily calls and meetings.
- May 2014 – Sep 2015: Specialist (Level 1)
Project: BHPB
 1. Providing support for Cisco LAN/WAN and IP telephony issues.
 2. Level 1 incident management ensuring operational excellence was met.

Trainee Network engineer (Cisco TAC)

Aricent Technologies

August 2013 – April 2014

- As part of CUCM team, provided technical support to Cisco customers.
- Utilizing the Cisco Lab by recreating the customer's set up in a controller environment to determine the cause of the issue being faced.

Education

Bachelor of Electronics and Communication

Amity University, UP, India

Certifications

- CCNA
- Microsoft Certified: Azure Administrator Associate
- ITIL



Skills

- **AWS**
 - IAM.
 - Elastic Compute Cloud (EC2), Load balancer, Virtual private cloud (VPC), NAT Gateway, Internet GW, Route-tables, Security Groups.
 - Simple Storage Service(S3), Route 53, CloudFront.
 - CloudWatch.
 - Infrastructure as Code- CloudFormation.
 - AWS CodePipeline
- **Linux**
 - **File Operations:** cp, mv, find, tar, and zip for handling and finding files.
 - **Fundamentals:** ls, cd, cat, echo, mkdir, rm
 - **User and Group Management:** useradd, usermod, groupadd, chmod
 - **Text Manipulation:** grep, awk, cut.
 - **Package Management:** apt and yum.
 - **Managing processes** – ps, top, htop, kill.
 - **Text Editor:** VIM
 - **Shell Scripting** using Bash.
- **Distributed version Control: Git and GitHub.**
- Working knowledge of **CI/CD pipeline** using **Jenkins** and **Docker Containerization Platform.**
- **Cisco Voice platform**
 - Cisco Unified Communications Manager (CUCM).
 - Cisco Unity Connection (CUC).
 - Cisco Unified Contact Centre Express (UCCX).
 - CUBE router.
- **Networking**
 - Layer 3 Routing protocols: EIGRP, OSPF.
 - Layer 2 technology protocols – CDP, ARP, MAC addressing and VLANs.
 - Basic understanding of configuration and working of DHCP and DNS.